LAC+USC
HEALTHCARE NETWORK

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HEALTH SOLUTIONS

Camino de Salud Network

Redefining Managed Care for the Safety Net

Pete Delgado, CEO LAC+USC Healthcare Network
Allen Miller, CEO COPE Health Solutions
Nicole Ramos, Manager, Camino de Salud Network
Dr. Mike Roybal, Medical Director Ambulatory Services
Dr. Paul Giboney, Chief Medical Director Clinica Msr. Oscar A. Romero

Modern Healthcare

Situation

- High utilizers of emergent and inpatient services
- Chronically ill patients not receiving ongoing care
- Fragmented system

Goal

Create a new patient care model to better serve patients with chronic medical conditions

AIMS

- Empower patients to take more responsibility for their medical conditions
- Patients are assigned a local medical home
- Improve coordination and communication among providers at all levels

Solution

- Develop an integrated Network to better coordinate care
- Establish ongoing communication links amongst providers
- Introduce Community Health Specialist- coach and care manage
- Track and communicate progress among providers
- Establish a personal health record

Key Components

- Identify at-risk, uninsured, chronically ill, hospital patients
- Partner with 3 CHC’s and 5 PPP’s
- Train Community Health Specialist to coach and mentor patients on AIMS
- Leverage web-based technology (NaviLinx) to monitor and communicate vital health care information

Benefits

- Better care management
- Created an integrated Network centered around local primary care homes
- Patients take responsibility for managing their medical conditions
- Coach and empower frequent users to navigate our fragmented health care Network
- Improve health care outcomes
- Cost effective
- Foster better communication and hand-off among providers

Added Value Benefits for Providers

- Collegial relationships and improved communication
- Ability to access vital patient information
- Mini fellowships
- Specialty care referral phone consults